



111.02160 - Legacy convergence into Customer First

[OVERVIEW](#) | [WORKFLOWS](#) | [DETAIL](#) | [POLICY](#) | [LEGISLATION](#) | [EXTRA](#)

 Print this page

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111.02160 Legacy convergence into Customer First - Overview

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Customer First is the Department of Human Services' new integrated IT solution supporting a range of IT functionality across our organisation. To achieve this, all Legacy systems, i.e. Centrelink's systems, Medicare's Consumer Directory Maintenance System (CDMS) and Child Support's Cuba systems will eventually be accessed from within Customer First.

The first phase of Legacy Convergence involves migrating the Centrelink legacy screens, workflows, scripts and macros into Customer First.


Converged screens, workflows, scripts and macros in Customer First contain the same information and function in much the same way as they did in the legacy system. However some screens and workflows have a different look and feel as they have been designed to look like Customer First screens.

Some Scripts and Macros have been redeveloped as Guided Procedures within Customer First. A Guided Procedure is a workflow that has been developed specifically for Customer First.

Medicare CDMS and Child Support Cuba convergence is in the planning stage and will commence in the future.

Extra contains task cards of legacy functions and how to complete these in Customer First and links to videos that demonstrate how to use various features of Customer First.

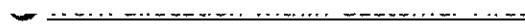
Other related links

 [Accessing and navigating in Customer First](#)

 [Customer First](#)

[Front of House \(FoH\)](#)

Work allocation within Customer First



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Procedure last issued 2014/12/08, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.


e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.

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111.02160 - Legacy convergence into Customer First

[OVERVIEW](#)
[WORKFLOW](#)
[DETAIL](#)
[POLICY](#)
[LEGISLATION](#)
[EXTRA](#)
 Print this page

 Feedback

111.02161 Legacy convergence into Customer First - Detail

[Implementation stages](#)
[Single User Workspace \(SUW\) convergence](#)
[Consumer Directory Maintenance System \(CDMS\) convergence](#)
[Cuba convergence](#)
[Accessing SUW convergence screens, workflows, scripts and macros](#)
[Converged SUW screen displays](#)
[ISB \(Mainframe\) screens](#)
Description

ISB (Mainframe) screens	Description
Implementation stages Navigation menu items	The implementation of Legacy Convergence is being undertaken in three phases: <ul style="list-style-type: none"> Phase one: <u>Single User Workspace (SUW) convergence (Centrelink)</u> is currently being rolled out in conjunction with the Common Desktop rollout Phase two: CDMS convergence (Medicare) is still in the planning phase
Single User Workspace (SUW) convergence	SUW convergence involves screens and workflows being converged into Customer First over a period of time.
Consumer Directory Maintenance System (CDMS)	CDMS Convergence involves the Medicare screens from CDMS being converged into Customer First.
Cuba convergence	Cuba convergence involves the <u>Child Support</u> screens from CUBA being
Accessing	Select Workspace from the navigation

(CDMS) convergence	
Cuba convergence	Cuba convergence involves the <u>Child Support</u> screens from CUBA being converged into Customer First.
Accessing screens, workflows, scripts and macros	<p>Select Workspace from the navigation toolbar to access the desired screen, workflow, script, macro or <u>Guided Procedure</u>.</p> <p>Workflows, scripts and macros are being replaced by Guided Procedures or other workflows specifically built for Customer First.</p> <p>For more information see the <u>Customer First Legacy Convergence Guide in <i>Extra</i></u>.</p>
Converged SUW screen displays	<p>Customer First displays the same information and operates in a similar way as screens in SUW.</p> <p>Screens have a different look and feel as they are designed to look like Customer First screens.</p>
ISIS (Mainframe) screens	<p>ISIS (Mainframe) screens can be accessed by :</p> <ul style="list-style-type: none"> • Selecting Workspace, and entering the relevant screen code in the Next: field or • If the screen is not available through <u>Workspace</u>, select Customer Record from the navigation toolbar to open the Empower emulator, and enter the relevant screen code in the Next: field.
Navigation menu items	<ul style="list-style-type: none"> • Workspace: Converged screens, scripts, macros, workflows and Guided Procedures. • Customer Record: Opens an Empower emulator within CF. • New Document Tools: Allows viewing and updating of scanned images on a customer record.

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top

111.02160 - Legacy convergence into Customer First



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111.02162 Legacy convergence into Customer First - Extra

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This page contains task cards of legacy functions and how to complete these in Customer First and links to videos that demonstrate how to use various features of Customer First.

Task cards



[Legacy Convergence - Accessing and Updating Scanned Documents](#)

[Legacy Convergence - Creating and Recording a Fast Note](#)

[Legacy Convergence - Deny Access](#)

[Legacy Convergence - Navigation and Searching](#)

[Legacy Convergence - Locating activities for action using AYS](#)

[Legacy Convergence - Selecting and Finalising an Activity](#)

[Customer First Scripts/Macros and replacement Guided Procedures](#)

[CCF Assessment Notice Guided Procedure](#)

List of Guided Procedures and the scripts and macros they replaced

The Customer First Legacy Convergence guide includes:


- all converged scripts, macros, workflows and Guided Procedures in Customer First listed in alphabetical order, and
- the most frequently accessed scripts, macros, workflows and Guided Procedures by business area

[Customer First Legacy Convergence Guide](#)

[Video demonstrations](#)

VIDEO DEMONSTRATIONS

 [Customer First Established Support Links](#)

 [Customer First March Top Ten - Video demonstrations and transcripts](#)

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top